# HOW TO REGISTER
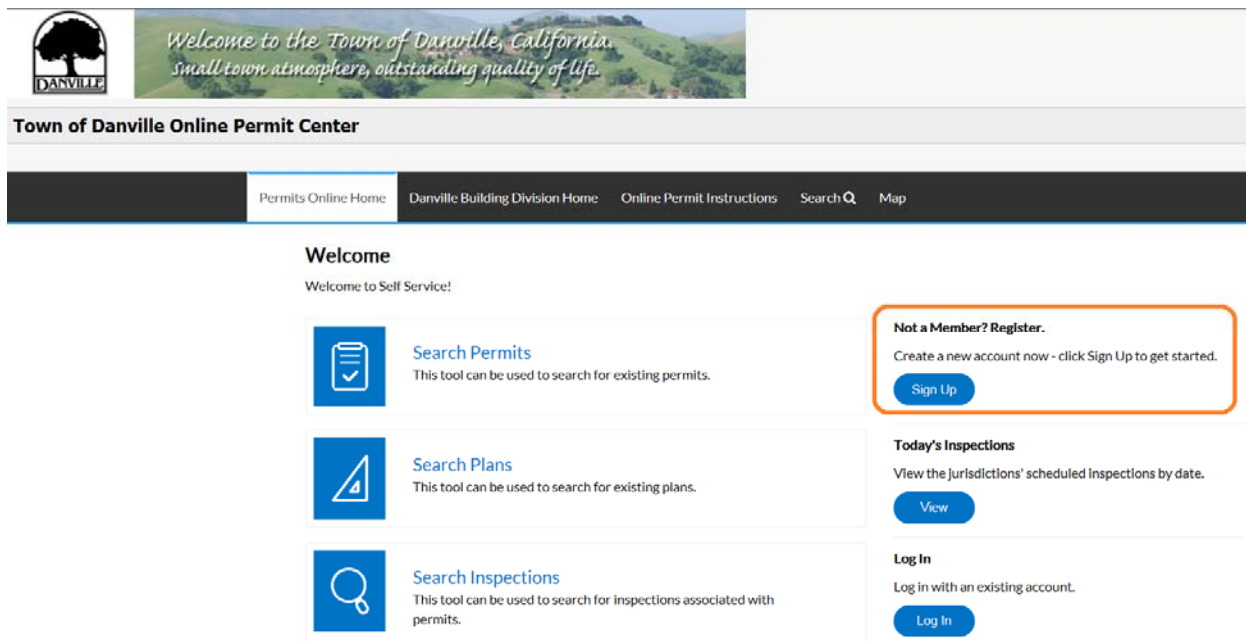
## A) Creating a New Online Account

Create a new account by clicking "**Sign-Up**" under the Not a Member section and completing the "**Registration**" page.



**Step 1**: Be sure to complete all required fields starting with email address and click next. New instructions will appear to confirm your email address. Check your email and click confirm.

Subject: Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

Confirm

**Step 2**: You will be redirected back to the registration page in CSS. Click Register to continue on to the next step.

**Registration**

Step 2 of 3: Email Address

Your e-mail address is your username.

**Email**  fakeemail@mail.com

Back    Register

**Step 3**: Be sure to complete all required fields indicated with a red asterisk (*)

**Registration**

Step 3 of 3: Contact Information

**PERSONAL INFO**                                                                *REQUIRED

| | |
|---|---|
| * First Name | |
| Middle Name | |
| * Last Name | |
| Company | |
| Business Phone | |
| Home Phone | |
| Mobile Phone | |
| Fax | |
| Other Phone | |
| * Email Address | fakeemail@mail.com |
| * Contact Preference | |

Contact preference is required.

## PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

* **Password**

* **Confirm Password**

## ADDRESS

**Country Type**  United States

**Enter Address**  Enter a location

* **Street Number**  510

* **Street Name**  La Gonda

* **City**  Danville

**State**  CA

* **Postal Code**  94526

**County**

**Unit or Suite**

* **Address Type**  Billing

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Back    Submit

**Step 4**: Your registration is complete and you can now log into CSS

## B) Logging On

**Step 1**: To login to your Danville CSS account, click on "**Log In**."

**Town of Danville Online Permit Center**

| Permits Online Home | Danville Building Division Home | Online Permit Instructions | Search 🔍 | Map |

### Welcome
Welcome to Self Service!

**Search Permits**
This tool can be used to search for existing permits.

**Search Plans**
This tool can be used to search for existing plans.

**Search Inspections**
This tool can be used to search for inspections associated with permits.

**Not a Member? Register.**
Create a new account now - click Sign Up to get started.
Sign Up

**Today's Inspections**
View the jurisdictions' scheduled inspections by date.
View

**Log In**
Log in with an existing account.
Log In

**Step 2**:  Enter your email and password (which was setup when you created  your Danville CSS account) and click "**Log In**."

### Log In

**\* Email Address**   fakeemail@mail.com

**\* Password**   ••••••••••

**Remember Me**   ☐

Log In       Register

Forgot your password?
Switch jurisdiction?

## C) Applying For a Building Permit Online

**Step 1**:      **Basic Information** - Once you have logged into your Danville CSS account, click on the 'Apply' link, then choose the appropriate permit type.  The Permits link is located below the photo banner as shown below.

| Dashboard | Danville Building Division Home | Online Permit Instructions | View ▾ | Apply ▾ | Search 🔍 | Map |

🚲 **To apply for a permit, click on the permit type below to begin**

> Residential Roof Replacement

> Plumbing, Water Heater

> HVAC - Heating, Ventiliation, Air Conditioning

**a)** Be sure to complete all required fields indicated with a red asterisk (**\***)

## Apply for Permit

**Step 1 of 3:** Basic Information

### PERMIT DETAILS

**\* Permit Type**     HVAC - Heating, Ventiliation, Air Con ▾

**Description**

**\* Square Feet**

**\* Valuation**

**b)** In "LOCATIONS"
1) Click on the +
2) Search address by entering the address in the search field
3) Click on the magnifying glass
4) Click Add

**LOCATIONS**

Location ▾

Add
Location

**1** ✚

REQUIRED

**Add Location**

Address    Parcel

**Add Address As** Home ▾

Search    Enter Manually

**Address Information**

**2**    Search 510 La Gonda 🔍    **3**

| Address | Action |
|---------|--------|
| 510 LA GONDA WAY DANVILLE CA | **4** Add |

Results per page 10 ▾    1 - 1 of 1    << < 1 > >>

**c)** In "CONTACTS" – Each application must also have an Owner and a Contractor. If you are **_also_** the Contractor for the permit, click [My Favorites] or ☆ to be added as a favorite to instantly add

yourself as a contact. Enter either the last name for an individual, email address or name of the company.

1) **Applicant** - You are automatically added as the Applicant for the permit.
2) **Contractor** – Click on the + and Enter the Business name in the search field and click on 🔍 select the applicable Business and click Add. You will automatically be brought back to the "Apply for Permit" screen.
3) **Owner** – Click on the + and Enter the Owner's (first or last) name in the search field and click on 🔍 select the applicable Property Owner's name and click Add. You will automatically be brought back to the "Apply for Permit" screen. Scroll to the bottom of your screen and click on [Next] located on the bottom right hand corner of the screen.

| Applicant | Contractor | Owner |
|---|---|---|
| 👤 | Add Contact | Add Contact |
| **Danville Customer (You)** | ➕ | ➕ |
| 510 La Gonda, Danville, CA, , 94526 | | |
| **1** | **2** | **3** |
| | REQUIRED | REQUIRED |

**Add Contact**

**Add Contact As  : Contractor**

[Search]  [Enter Manually]  [My Favorites]

**2**

Search [ZZZZ] 🔍

Sort [Relevance ▾]

| Favorite | First Name | Last Name | Company | Action |
|---|---|---|---|---|
| ☆ | | | ZZZZZ Construction | Add |

**Add Contact**

**Add Contact As : Owner**

---

Search    Enter Manually    My Favorites

**3**

Search Danville Customer 🔍

Sort Relevance ▼

| Favorite | First Name | Last Name | Company | Action |
|----------|-----------|-----------|---------|--------|
| ☆ | Danville | Customer | | Add |

**Step 2**:    **Additional Information** - Please fill in all required information indicated with a red asterisk (*) in the 'Additional Information' box.

**Step 2 of 3: Additional Information**

Permit Type : HVAC - Heating, Ventiliation, Air Conditioning

**Applicant Info**                                                                |Top |Main Menu

➡ ***Type of Building**                Single Family ▼

**Gas Shut-off Valve to be Installed**         ▼

➡ ***Air Conditioner Installation**         Replacement ▼

➡ ***# of Furnaces to be Replaced**         1

➡ ***# of AC Units to be Replaced**         1

**Existing Furnace Location**         ▼

**New Furnace Location**         ▼

**New Furnace High-Eff. (92% or >)**         92%

**SEER Value of New AC Unit (13 or >)**         14 SEER

Save Draft    Back    Next    Submit

**Step 3**:  **Application Summary** – There will be an opportunity to review the application details. If there is an error, click on the Back button and make the necessary edits/changes. Clicking the Save Draft button allows the application to be saved as is without submitting. If you are ready to submit your application, click the Submit button to submit your permit application for processing.

Save Draft    Back    Submit

**Step 4**:  Your application has been successfully submitted if you see the confirmation page shown below.

✔ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.   ✕

**Permit Number:** M18-000000

• Permit cannot be printed at this time. Permit has not been issued.

Permit Details | Tab Elements | Main Menu

| | | | | | | |
|---|---|---|---|---|---|---|
| **Type:** | HVAC - Heating, Ventiliation, Air Conditioning | **IVR Number:** | 102250 | **Application Date:** | 04/11/2018 |
| **Status:** | Received - CAP | **Issued Date:** | | | |
| **District:** | | **Assigned To:** | Administrator, System | **Expiration Date:** | |
| **Square Feet:** | 2,500.00 | **Valuation:** | $15,000.00 | **Finalized Date:** | |
| **Description:** | REPLACE FURNACE 89% & AC 14 SEER | | | | |

Locations   Inspections   Fees   Sub-Records   eReviews   Attachments   Contacts   Submittals   Holds   Meetings   More Info

After staff in our Building Division have reviewed your application, you will receive an email with further instructions for payment of fees and issuance of your permit.